

How to Create a Change Request in SP

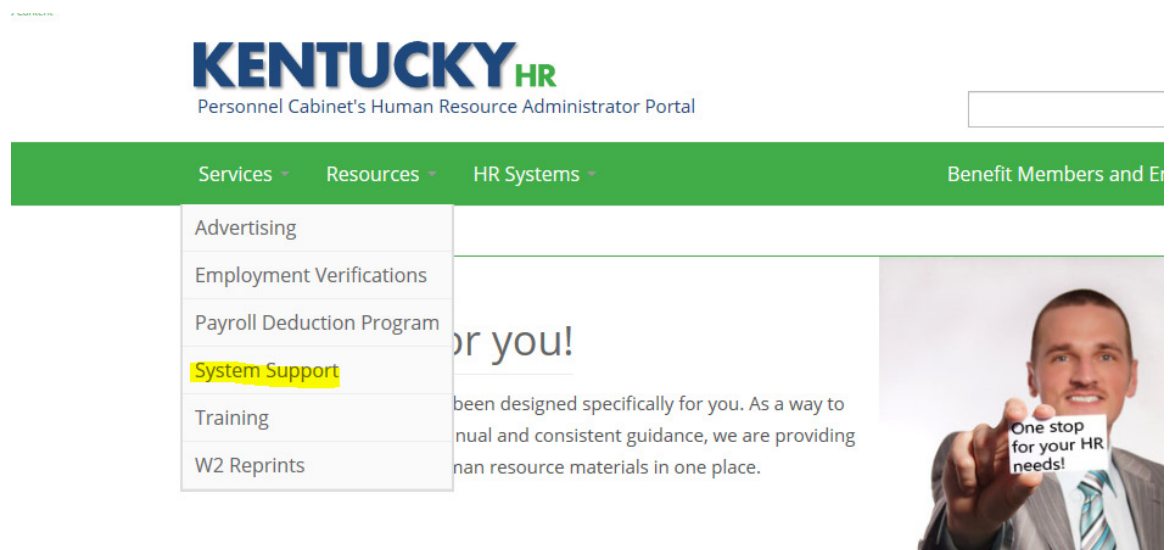
QUICK REFERENCE GUIDE

This support tool is a replacement for the KHRIS Change Request (KCR) template submitted by agency HR Executives and the change process is now inclusive of any of the production systems the Personnel Cabinet supports.

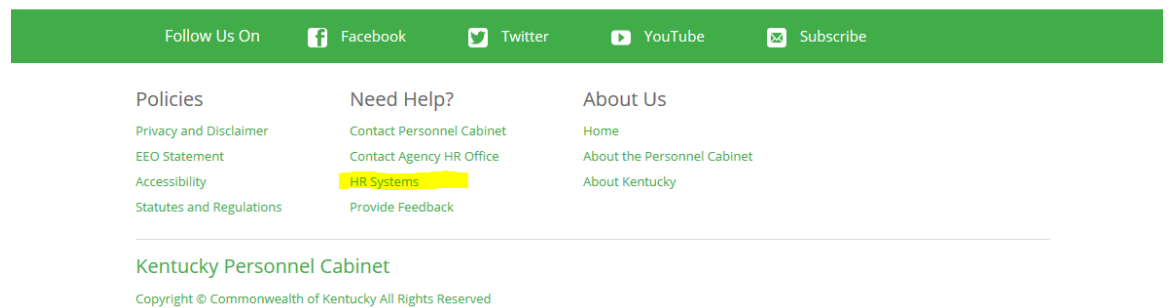
Creating a Change Request in SP

If you have a Change Request for the Personnel Cabinet, please fill out the online form that can be found on our website <https://hr.personnel.ky.gov>

On the green menu bar, Select 'Services', and then Select 'System Support' from the dropdown list.



You can also access this page from any Personnel site by scrolling to the bottom of your screen, Select 'HR Systems'



The System Support page will open on the Personnel HR System Support site.

System Support

This is the next one.

There are no known issues at this time.

There are no known issues at this time.

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Calendars are subject to change at ANY time.

Scroll to the bottom of this page.

Once there, you will find 4 boxes with reporting options. To create a Change Request, you will want to Select the third option: 'Request System Change'.

The diagram illustrates four types of requests, each with a corresponding icon and description:

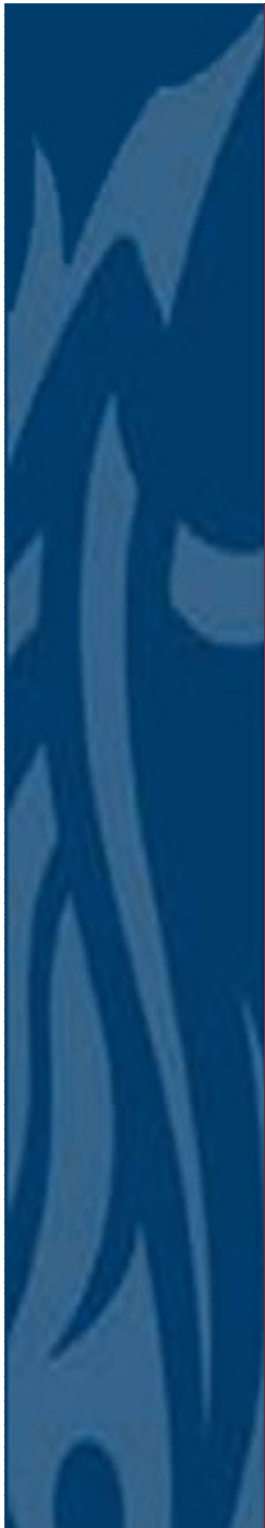
- Request Help** (Megaphone icon): Need assistance or something not working? [Send Report](#)
- Business Request** (Person at desk icon): HR Professionals request business support here. [Replaces HelpDesk] [Request Support](#)
- Request a Change** (Clipboard with checkmark icon): HR Executives can request a system change here. [Replaces KCR] [Request System Change](#)
- Request User Access** (Person with ID card icon): Authorized Security Contacts (ASCs) can request access for your users here. [Replaces HelpDesk] [Request Access](#)

Select 'Request System Change' as highlighted above.

This will take you to a series of questions to determine how we can assist you with your Change Request. Take time to fill out all the fields with accurate information.

Here is what the form will look like:





SharePoint Wilson, Laurie A (PERS)

KENTUCKYHR
Personnel Cabinet's Human Resource Administrator Portal

Search

Services ▾ Resources ▾ HR Systems ▾ Benefit Members and Employees Portal

Title*
Please provide the request Subject or Title

Please select your Cost Center*

Request Completion Date*

Is this change due to compliance?*
If Yes, please attach compliance documentation.

You will have to scroll down to see the remainder of the form.

Requestor's Name*
(Last Name, First Name)

Requester's Title

Requester's Email

Request prepared by (if other than initiator) and title

Phone*
ex:123-456-7890

Request Description*

Name of the individual authorized to approve the cost estimate*
Charges MAY apply; however work will not move forward without agency's approval. (N/A if Personnel Cabinet initiated)

Cost Approver's email address*
(N/A if Personnel Cabinet initiated.)

Department Code to be charged if approved*
(N/A if Personnel Cabinet initiated)

eMARS Account Template*
(N/A if Personnel Cabinet initiated)



Title: Please provide the subject or title of your request.

Please select your Cost Center: Choose your agency from the dropdown list.

Request Completion Date: Enter the date that you expect the request to be completed.

Is this change due to compliance: If this change is due to compliance, select 'Yes' from the dropdown list. You will need to attach documentation to support your request.

Select the Browse button under the dropdown.

Is this change due to compliance?*

If Yes, please attach compliance documentation.

Find the file you want to attach and click Open.

File name: All Files (*.*)

Requester's Name: Enter the first and last name of the person requesting the change.

Requester's Email: Enter the requester's email address.

Request prepared by (if other than initiator) and title: If you are preparing this Change request for someone else, enter your name and title as requester's contact person.

Phone: Enter the phone number that the requester can be reached. Use dashes in the number.

Request Description: Enter a description of the change you are requesting.

Name of the individual authorized to approve the cost estimate: Charges may apply; however work will not move forward without agency's approval. (This statement is not valid for internal Personnel Cabinet change requests.) Enter the name of the person in your agency that can make this approval.

Cost approver's email address: If you entered an approver's name above, please provide the email address for that person.

Department code to be charged if approved: If you entered an approver's name above, please provide the department code for your agency.

eMARS account template: If you entered an approver's name above, please provide an eMARS account template.

You have now completed the Change Request form. Select the 'Submit Change Request'.



You will receive a confirmation message back on your screen. (You might have to scroll up if your screen appears to be blank.)



You have successfully submitted your Change Request.

Your TFS ticket number is: 4405

To return to the Support Portal [CLICK HERE](#), choose from the menus above or simply close your browser.

Regards,
Your Personnel Cabinet Support Team

This TFS ticket number is the number that will be used to reference your request.

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